



**MOBILE CRISIS**  
INTERVENTION SERVICES

EMPS Mobile Crisis is a program funded by the State of Connecticut  
in partnership with the United Way of Connecticut 2-1-1.



# **Mobile Crisis Intervention Services**

## **Performance Improvement Center (PIC)**

---

### **Monthly Report: January 2019**

---

Updated 2/26/19

## Table of Contents

<b>Executive Summary .....</b>	<b>3</b>
<b>Section I: Mobile Crisis Statewide/Service Area Dashboard .....</b>	<b>4</b>
Figure 1. Total Call Volume by Call Type .....	4
Figure 2. Mobile Crisis Episodes by Service Area .....	4
Figure 3. Number Served Per 1,000 Children .....	4
Figure 4. Number Served Per 1,000 Children in Poverty .....	4
Figure 5. Mobile Response by Service Area .....	4
Figure 6. Total Mobile Episodes with a Response Time Under 45 Minutes .....	4
<b>Section II: Mobile Crisis Response .....</b>	<b>5</b>
Figure 7. Statewide 211 Disposition Frequency.....	5
Figure 8. Mobile Crisis Episodes by Provider .....	5
Figure 9. Actual Initial Mobile Crisis Response by Provider .....	5
Figure 10. Mobile Response by Provider .....	5
<b>Section III: Response Time .....</b>	<b>6</b>
Figure 11. Total Mobile Episodes with a Response Time Under 45 Minutes .....	6
Figure 12. Total Mobile Episodes with a Response Time Under 45 Minutes by Provider .....	6
Figure 13. Median Mobile Response Time in Minutes .....	6
Figure 14. Median Mobile Response Time by Provider in Minutes .....	6
<b>Section IV: Emergency Department Referrals .....</b>	<b>7</b>
Figure 15. Emergency Department Referrals.....	7
Figure 16. Emergency Department Referrals by Provider (% of Total Mobile Crisis Episodes).....	7
<b>Section V: Length of Stay (LOS) .....</b>	<b>8</b>
Table 1. LOS for Discharged Episodes with a Crisis Response of Plus Stabilization Follow-up .....	8

**This report was prepared by the Mobile Crisis Intervention Services Performance Improvement Center (PIC):**

Kayla Theriault, Data Analyst; Aleece Kelly, MPP, Senior Data Analyst; Yecenia Casiano, MS, Project Coordinator; Kellie Randall, Ph.D., Director; Carrie Shaw, Administrative Assistant; Jill Perreault, MS, Training Support Specialist (Wheeler Clinic); Sarah Camerota, LICSW, 2-1-1 EMPS Program Manager (United Way of CT-2-1-1); Jeffrey Vanderploeg, Ph.D., CEO

The Mobile Crisis Intervention Services Performance Improvement Center is housed at the  
Child Health and Development Institute of Connecticut, Inc.



## Executive Summary

*Additional data and appendices are available online <http://www.chdi.org/publications/> or contact Jeffrey Vanderploeg, PhD, [jvanderploeg@uchc.edu](mailto:jvanderploeg@uchc.edu) for more information.*

**Call and Episode Volume:** In January 2019, 2-1-1 and Mobile Crisis received 1,972 calls including 1,441 calls (73.1%) handled by Mobile Crisis providers and 531 calls (26.9%) handled by 2-1-1 only (e.g., calls for other information or resources, calls transferred to 9-1-1). This month showed a 15.7% increase in call volume from January 2018 (n=1,705).

The 1,441 calls resulted in **1,440 episodes of care** this month, plus one crisis-response follow-up call. Episode volume ranged from 173 episodes (Eastern) to 339 episodes (Hartford). The statewide average service reach per 1,000 children this month was 1.8, with service area rates ranging from 1.2 (Southwestern) to 2.1 (Hartford) relative to their specific child populations. Additionally, the number of episodes generated relative to the number of children in poverty in each service area yielded a statewide average poverty service reach rate of 3.5 per 1,000 children in poverty, with service area rates ranging from 2.3 (Southwestern) to 4.6 (Central and Eastern).

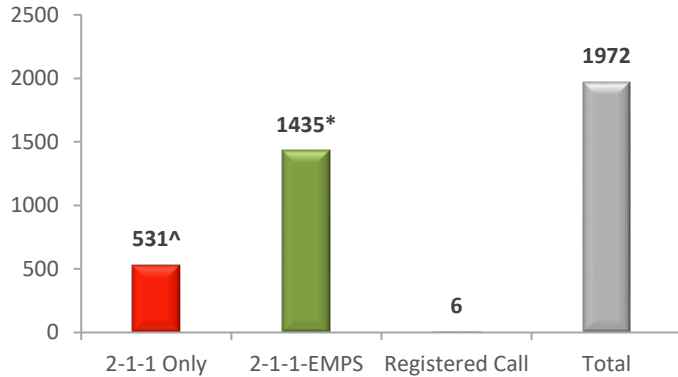
**Mobility:** **Statewide mobility was 95.5% this month;** higher than the rate in January 2018 (91.4%). All of the six service areas were at or above the 90% benchmark this month, with performance ranging from 92.5% (New Haven) to 99.5% (Western). Mobility for individual providers ranged from 92.5% (Clifford Beers and CFGC: Norwalk) to 100.0% (Wellmore: Danbury and Waterbury). All of the fourteen individual providers had mobility rates above the 90% benchmark.

**Response Time:** Statewide, this month **87.0% of mobile episodes received a face-to-face response in 45 minutes or less**, which is the same as the rate in January 2018 (87%). Five of the six service areas were above the benchmark of 80% of mobile responses provided in 45 minutes or less, with performance ranging from 78.0% (New Haven) to 94.0% (Southwestern). Ten of the fourteen sites met the 80% benchmark. The statewide median mobile response time was 30.0 minutes.

**Length of Stay (LOS):** Statewide, among discharged episodes, **0.0% of the 204 *plus stabilization follow-up* episodes exceeded 45 days**. This month the statewide median LOS for discharged episodes with a crisis response of *plus stabilization follow-up* was 11.0 days. The regional median LOS ranged from 9.5 days (New Haven) to 12.5 days (Eastern and Southwestern).

## Section I: Mobile Crisis Statewide/Service Area Dashboard

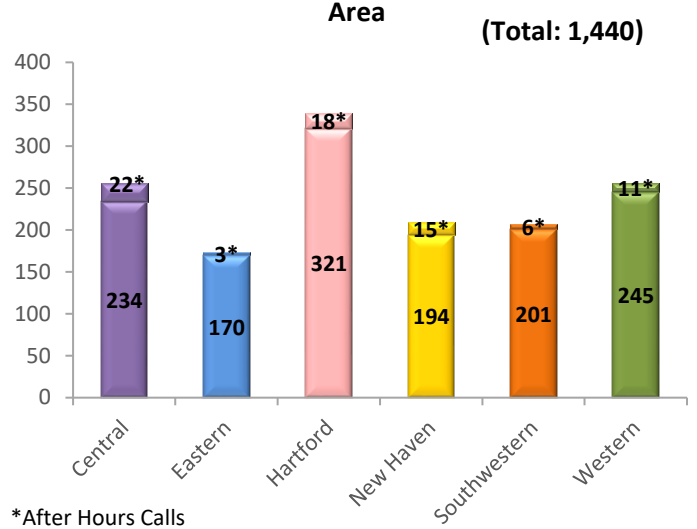
**Figure 1. Total Call Volume by Call Type**



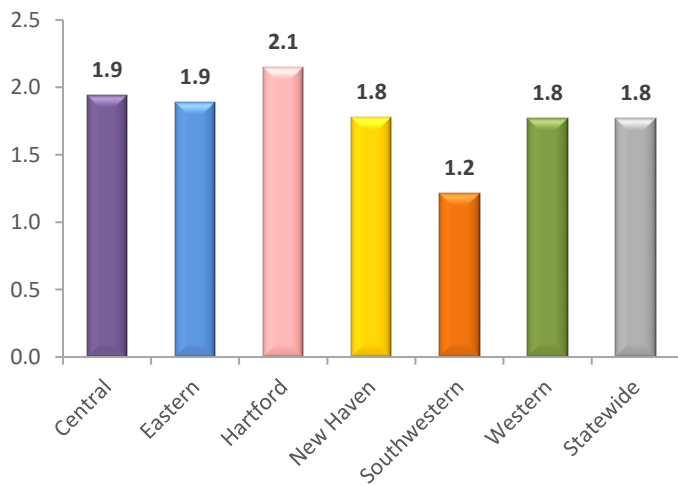
^Includes 80 calls that are awaiting completed data entry and may later be classified as Mobile Crisis episodes

\*Includes 1 crisis-response follow-up call

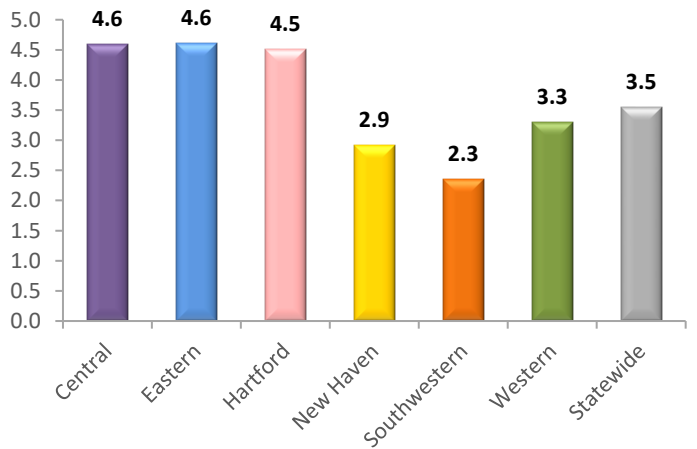
**Figure 2. Mobile Crisis Episodes by Service Area**



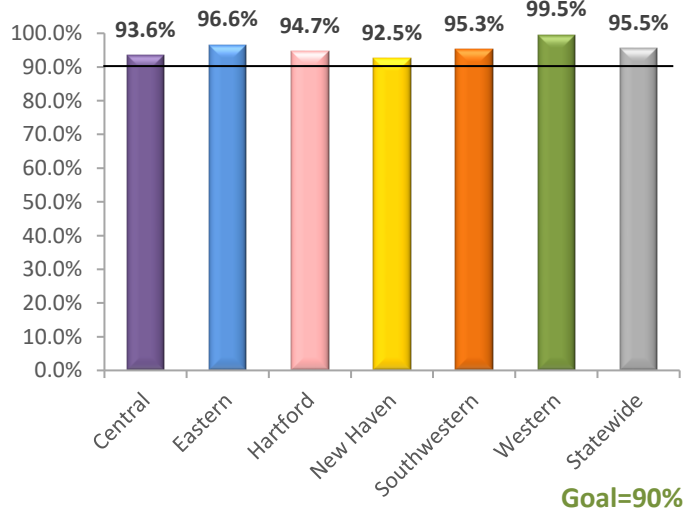
**Figure 3. Number Served Per 1,000 Children**



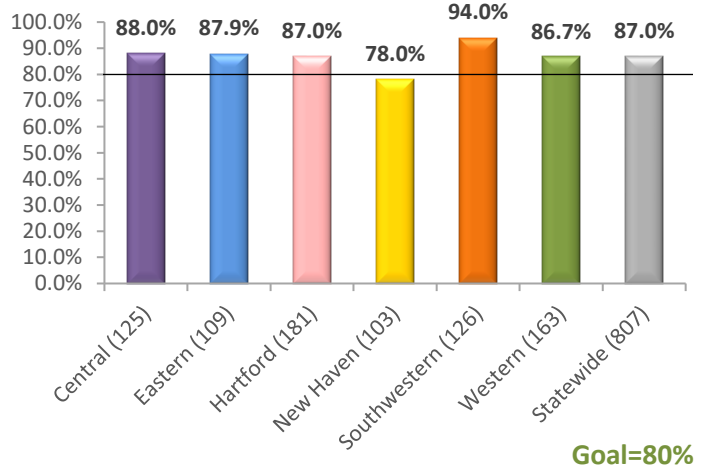
**Figure 4. Number Served per 1,000 Children in Poverty**



**Figure 5. Mobile Response by Service Area**

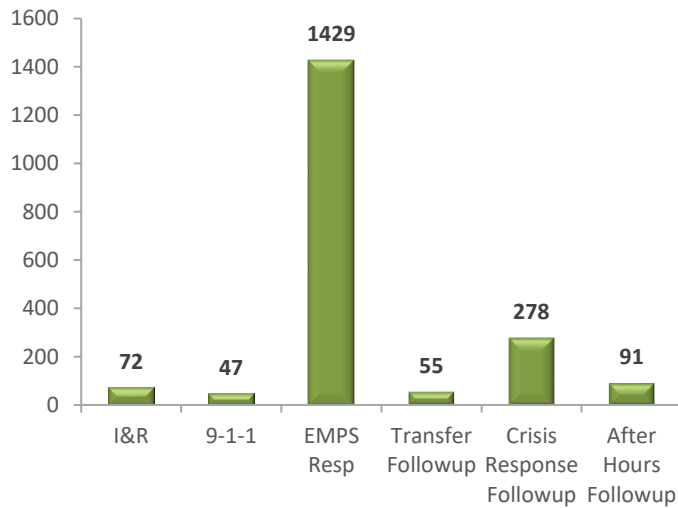


**Figure 6. Total Mobile Episodes with a Response Time Under 45 Minutes**

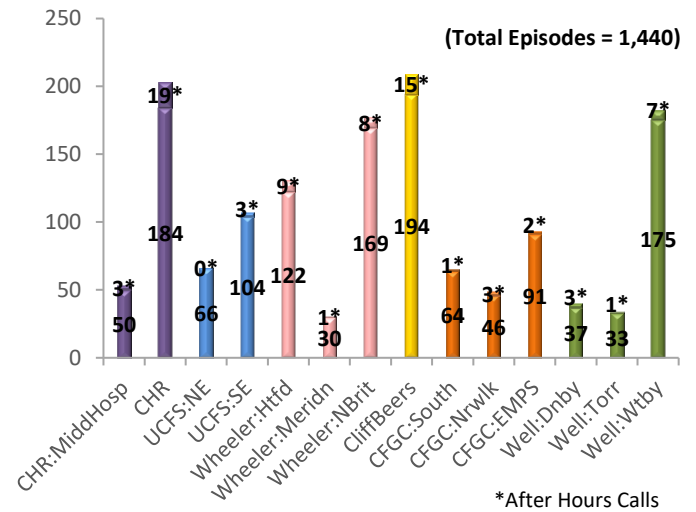


## Section II: Mobile Crisis Response

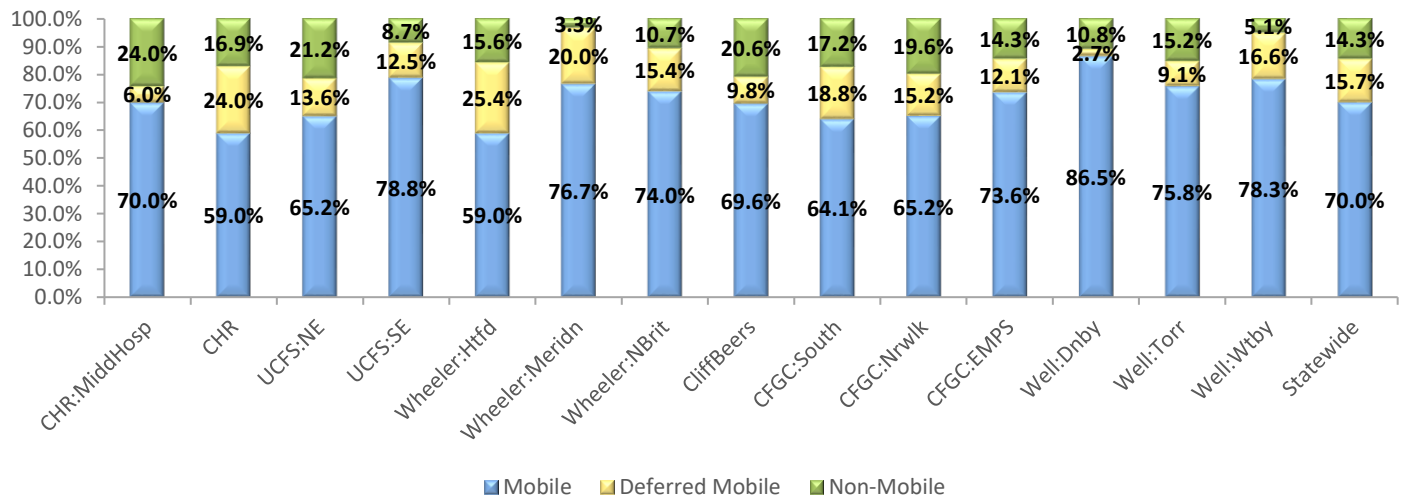
**Figure 7. Statewide 2-1-1 Call Disposition**



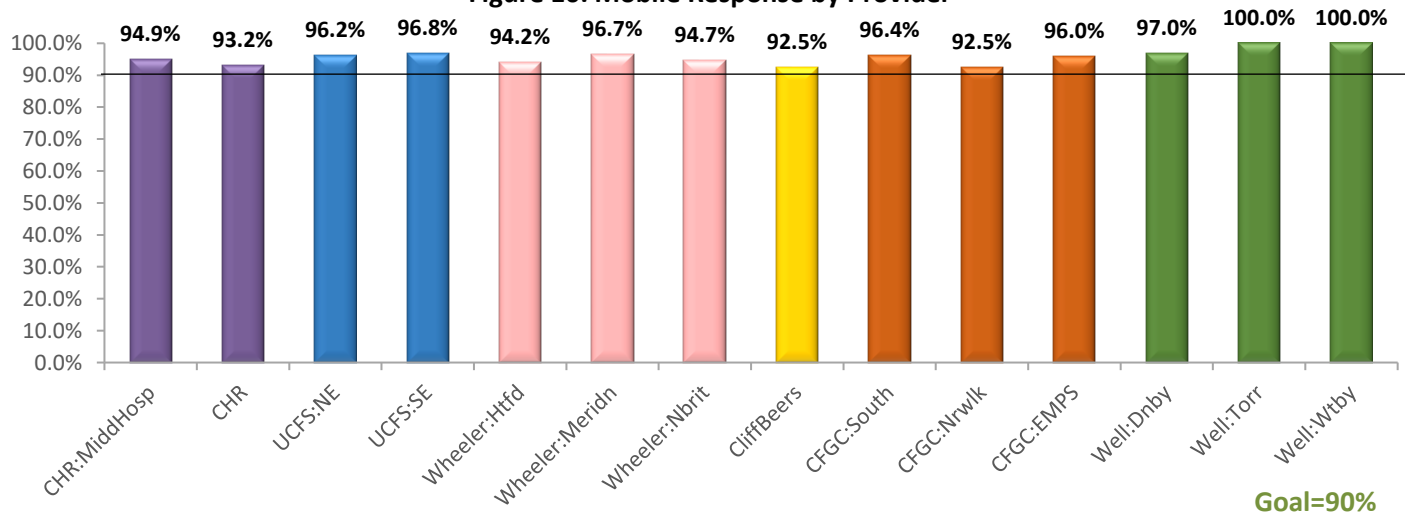
**Figure 8. Mobile Crisis Episodes by Provider**



**Figure 9. Actual Initial Mobile Crisis Response by Provider**

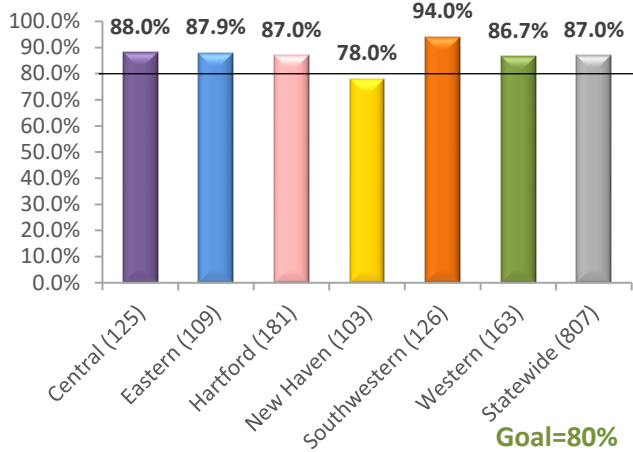


**Figure 10. Mobile Response by Provider**

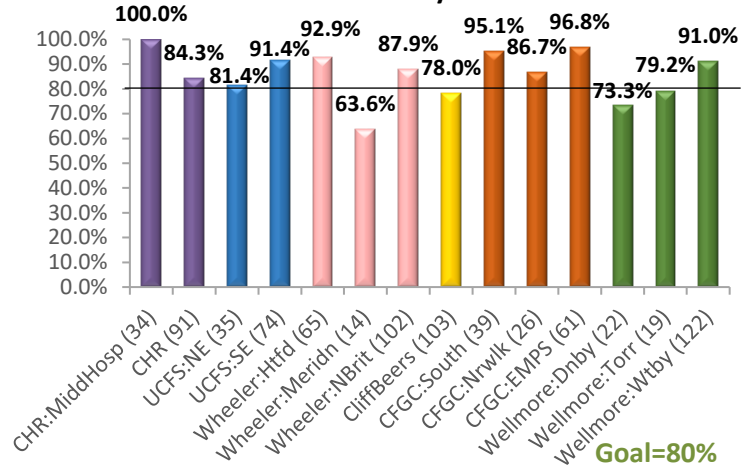


### Section III: Response Time

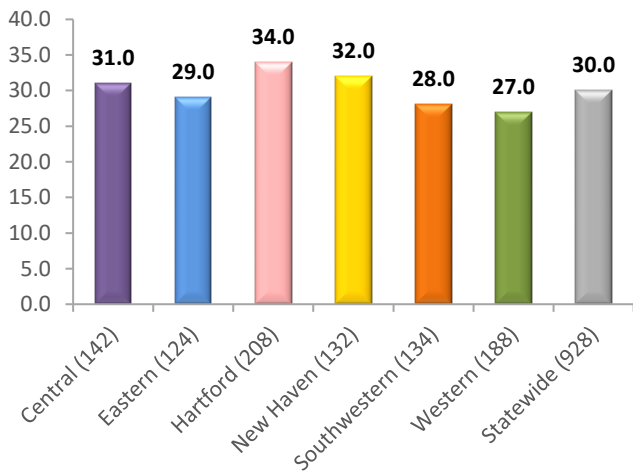
**Figure 11. Total Mobile Episodes with a Response Time Under 45 Minutes**



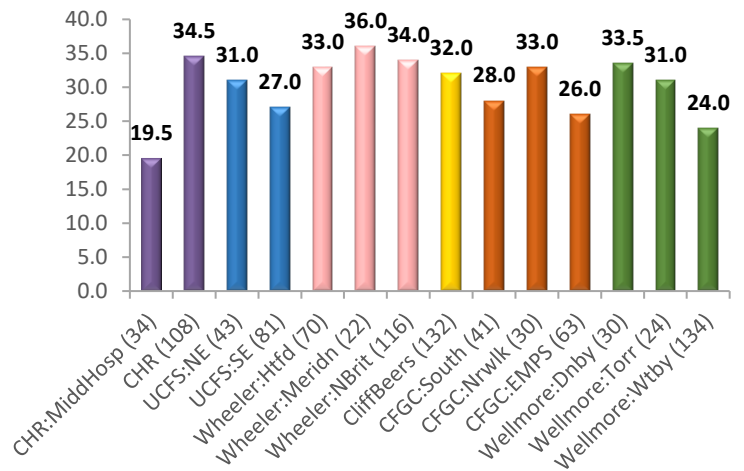
**Total Mobile Episodes with a Response Time Under 45 Minutes by Provider**



**Figure 13. Median Mobile Response Time in Minutes**

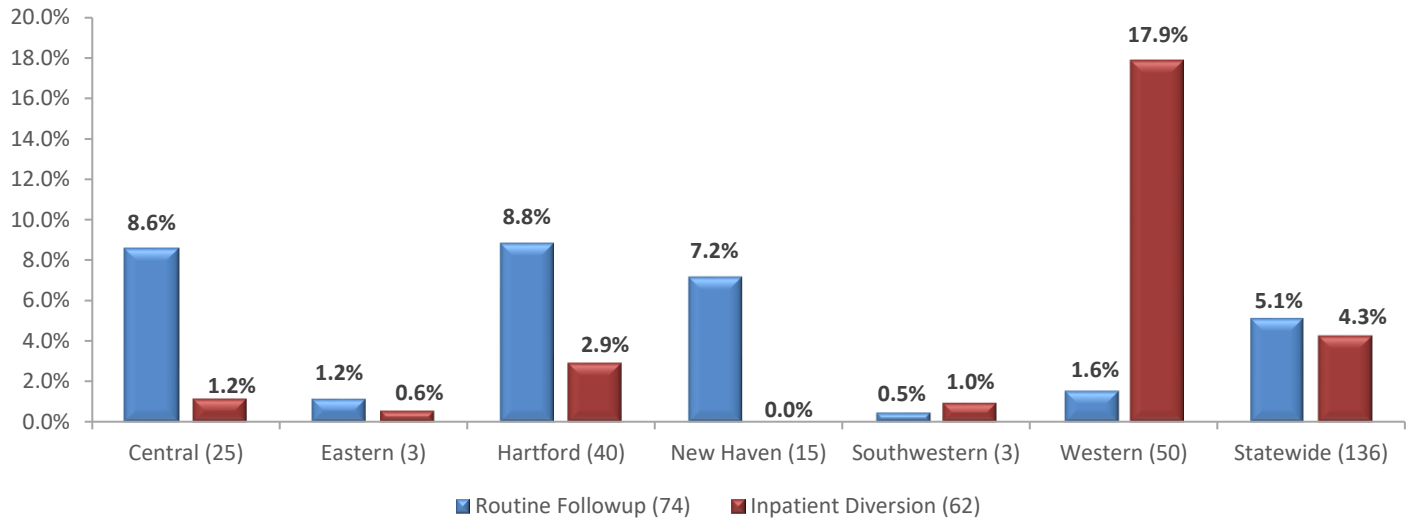


**Figure 14. Median Mobile Response Time by Provider in Minutes**

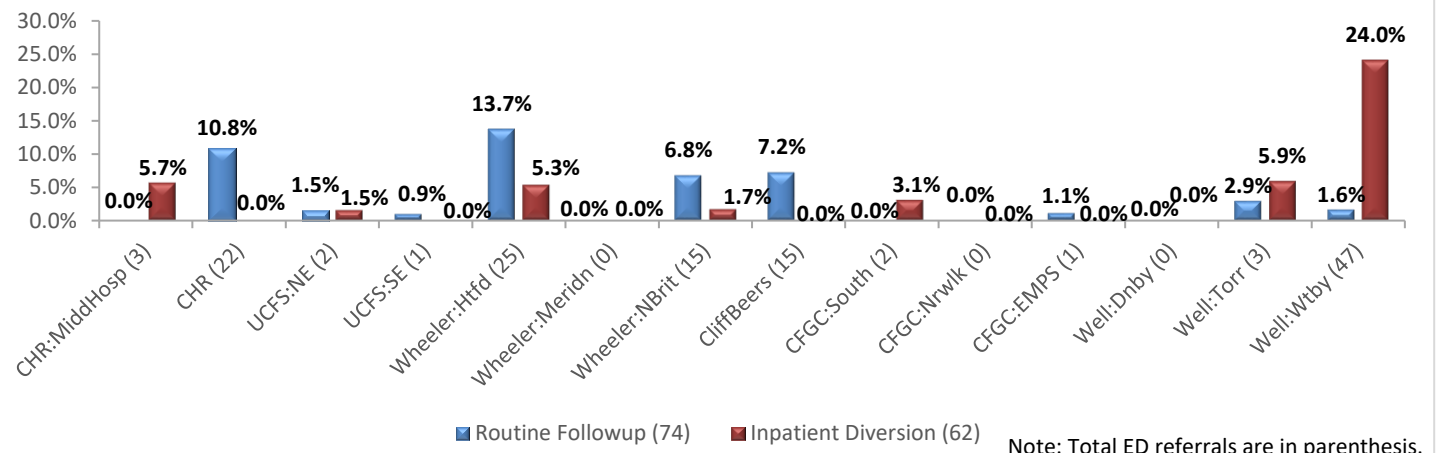


## Section IV: Emergency Department Referrals

**Figure 15. Emergency Department Referrals (% of Total Mobile Crisis Episodes)**



**Figure 16. Emergency Department Referrals by Provider (% of Total Mobile Crisis Episodes)**



Note: Total ED referrals are in parenthesis.

## Section V: Length of Stay (LOS)

Table 1. LOS for Discharged Episodes with a Crisis Response Plus Stabilization Follow-up

	Discharged Episodes with a Crisis Response of Plus Stabilization Follow-up			
	Number of Episodes	Mean LOS (in days)	Median LOS (in days)	Percent Exceeding 45 Days
<b>STATEWIDE</b>	<b>206</b>	<b>12.2</b>	<b>11.0</b>	<b>0% (n = 0)</b>
<b>Central</b>	<b>28</b>	<b>10.9</b>	<b>10.0</b>	<b>0% (n = 0)</b>
<b>Eastern</b>	<b>2</b>	<b>12.5</b>	<b>12.5</b>	<b>0% (n = 0)</b>
<b>Hartford</b>	<b>73</b>	<b>10.5</b>	<b>10.0</b>	<b>0% (n = 0)</b>
<b>New Haven</b>	<b>16</b>	<b>12.9</b>	<b>9.5</b>	<b>0% (n = 0)</b>
<b>Southwestern</b>	<b>12</b>	<b>13.2</b>	<b>12.5</b>	<b>0% (n = 0)</b>
<b>Western</b>	<b>75</b>	<b>13.9</b>	<b>12.0</b>	<b>0% (n = 0)</b>